



# Desktop Director 1.0

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# Desktop Director 1.0

Desktop Director provides an overview of XenDesktop-hosted desktops. It enables support teams to perform basic maintenance tasks and to monitor and troubleshoot system issues.

## In This Section

Under this node, you will find the following resources for Desktop Director:

<a href="#">About Desktop Director 1.0</a>	A description of Desktop Director features and known issues
<a href="#">System and User Requirements</a>	Environment requirements for using Desktop Director
<a href="#">Installing Desktop Director</a>	An overview to Desktop Director installation
<a href="#">Configuring Desktop Director</a>	How administrator roles affect the Desktop Director interface; how to configure permissions and other advanced settings
<a href="#">Using Desktop Director</a>	How to use Desktop Director, including descriptions of console items

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# About Desktop Director 1.0

Desktop Director provides a detailed and intuitive overview of XenDesktop environments. It enables support and helpdesk teams to quickly and seamlessly perform crucial support tasks for their end users while at the same time monitoring and troubleshooting system issues before they become system-critical.

These topics describe Desktop Director features and known issues.

## Features

- A dashboard that crisply summarizes real-time machine issues, usage metrics, and host and controller health information for your XenDesktop environment. Note: *Machine* refers to desktops and virtual machines delivered by XenDesktop.
- All relevant information aggregated from multiple sources (XenDesktop controller, Citrix Profile management, Windows Management Instrumentation, and Active Directory) so you can manage from one centralized tool.
- User session and machine management features such as:
  - Log off or disconnect user sessions.
  - Start, stop, suspend, and resume machines.
  - Enable or disable maintenance mode.
  - Assign machines to users.
  - Start a Microsoft Remote Assistance session.
- Intuitive and informative console displays to optimize user support and troubleshooting:
  - Drill down through simple searches and follow links from aggregate to detailed information.
  - Search for a user by name to quickly access all user information and commands for common tasks.
  - Search across users, machines, and desktop groups in a single step from the same location.
  - Search for and sort machines by their properties.
  - Quickly determine machine state (which machines a user can access and whether a user is assigned or connected to a machine) in real-time to ensure high availability for end users.
  - Create customized machine list views and save them for one-click access from any Desktop Director page.
  - Monitor machine metrics across the entire XenDesktop site to maintain a healthy and stable environment for your end users.

## Known Issues

The command `ConfigRemoteMgmt.exe /configwinrmuser` replaces the content of the rootSDDL security descriptor settings for WinRM (WSMan). After you run the command, you must manually update the rootSDDL with any DOMAIN/User entries that were erased by the configuration. [#252062]

By default, the Desktop Director web application automatically recycles 29 hours after it starts, logging off any users. To prevent the recycle, open the Microsoft Internet

Information Services (IIS) Manager, expand *local computer* > **Application Pools**, and right-click the **DesktopDirector** application pool. Select **Recycling**, uncheck the Regular time intervals checkbox, and then click **Next** and **Finish**. [#253338]

Desktop Director sessions in multiple browser windows or tabs might have different session timeouts, thus requiring the user to log in at various times across the sessions. [#247981]

When Desktop Director is run in a FireFox 3.6 browser from a XenCenter console, the Flash graphs do not display. That method of viewing Desktop Director is not supported. [#246581]

Desktop Director does not currently support transitioning power states (such as “logging off” or “shutting down”). Thus, when a power action fails, the user does not receive an alert about the failure and the power action appears to have succeeded. [#245167]

When the VMWare tools are not installed on an ESX Virtual Desktop, Desktop Director power actions (such as shutdown or restart) do not work. Desktop Director does not provide an alert about a failed power action and does not display transitioning power states, so the user will not know when a power action fails. [#242946]

In Hyper-V, Desktop Director power actions do not work. Desktop Director does not provide an alert about a failed power action and does not display transitioning power states, so the user will not know when a power action fails. [#241664]

The uninstallation of certain HDX components is not recorded in the log. As a result, Desktop Director can indicate (by a green checkmark) that an HDX component is working and enabled, although that component has been uninstalled. [#235938]

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# System and User Requirements

For information about Desktop Director server requirements, refer to [Desktop Studio Requirements](#). Desktop Director 1.1 requires XenDesktop 5, Service Pack 1.

The Desktop Director client requires one of the following operating systems:

- Microsoft Windows XP Service Pack 3 (32- and 64-bit)
- Microsoft Windows 7 Service Pack 1 (32- and 64-bit)
- Microsoft Windows 7 (32- and 64-bit)
- Apple Macintosh 10.5 or 10.6

Desktop Director supports the following browsers:

- Microsoft Internet Explorer 7 or 8

Note that Internet Explorer 7 is not supported for Windows 7.

- Mozilla Firefox 3.6 for Windows
- Mozilla Firefox 3.6 for Mac
- Apple Safari 5.0 for Mac

Adobe Flash Player 9 or 10 must be installed to view the graphs.

To log on to Desktop Director, a user must be an Active Directory domain user and must have the following rights to access back-end systems:

- Read rights in all Active Directory forests to be searched (see [Supporting Users Across Multiple Active Directory Forests](#))
- XenDesktop administration rights (see [Configuring Desktop Director](#))

A user's XenDesktop administration role determines the information and controls that appear in the console.

- Permissions to retrieve real time status and metrics directly from the desktop machines (see [Configuring Permissions on the Desktop Machine](#))
- Optionally, permissions to offer Remote Assistance to end users (see [Configuring Remote Assistance Permissions](#))



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# Installing Desktop Director

This topic is intended only for administrators. Desktop Director is installed by default as a web site on the XenDesktop controller. An administrator who chooses to not install Desktop Director during XenDesktop installation can later use the XenDesktop installer to add Desktop Director. For information on using the XenDesktop installer, refer to [Installing and Removing XenDesktop Server Components](#).

If Desktop Director is installed on a server that does not have a XenDesktop controller installed:

- You are prompted to enter the address of a XenDesktop controller. Specify only one controller address. Desktop Director automatically discovers all other controllers in the same XenDesktop site and fails over to those other controllers if the controller you specified fails.
- Desktop Director communicates with that local controller by default. Desktop Director automatically discovers all other controllers in the same XenDesktop site and fails over to those other controllers if the local controller fails.

**Note:** Desktop Director does not load balance between controllers.

To secure the communications between the browser and the web server, it is recommended that you implement SSL on the IIS website hosting Desktop Director. Refer to the Microsoft IIS documentation for instructions. No Desktop Director configuration is required to enable SSL.

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# Configuring Desktop Director

The following information is intended only for administrators:

- Delegated Administration and Desktop Director
- [Configuring Permissions on the Desktop Machine](#)
- [Configuring Remote Assistance Permissions](#)
- [Supporting Users Across Multiple Active Directory Forests](#)
- [Supporting Users Across Multiple XenDesktop Sites](#)

## Delegated Administration and Desktop Director

An administrator's role determines how the Desktop Director interface appears. Administrative rights are assigned through Desktop Studio as described in [Delegating Administration Tasks](#).

Administrative roles impact Desktop Director as follows:

- **Full administrator.** This administrator has full access to all Desktop Director features and data.
- **Machine administrator.** This administrator can view all data presented in Desktop Director but does not have access to the Session Control or Maintenance Mode menus or the Assign/Unassign commands.
- **Assignment administrator.** This administrator has full access to all Desktop Director features and data.
- **Read-only administrator.** This administrator can view all data presented in Desktop Director but does not have access to the Power Control, Session Control, or Maintenance Mode menus or to the Assign/Unassign commands.
- **Help desk administrator.** This administrator can only view and control desktops in the desktop group the administrator is delegated to manage. This administrator does not have access to the Maintenance Mode menu or to the Assign/Unassign commands.

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# Configuring Permissions on the Desktop Machine

Desktop Director supplements information from the XenDesktop controller and Active Directory with real-time status and metrics retrieved directly from the desktop machine via Windows Remote Management (WinRM). By default, only local administrators of the desktop machine (typically domain administrators and other privileged users) have the necessary permissions to view the real-time data.

For information about installing and configuring WinRM, see [Enabling WinRM for Desktop Director](#).

To enable other users to view the real-time data, you must grant them permissions. For example, suppose there are several Desktop Director users (HelpDeskUserA, HelpDeskUserB, and so on) who are members of an Active Directory security group called HelpDeskUsers. The group has been assigned the “Help Desk” administrator role in Desktop Studio, providing them with the XenDesktop Controller permissions required. However, the group also needs access to the information from the virtual desktop.

To provide the needed access, you can configure the required permissions in one of two ways:

- Grant permissions to the Desktop Director users (impersonation model)
- Grant permissions to the Desktop Director service (trusted subsystem model)

## Grant permissions to the Desktop Director users (impersonation model)

By default, Desktop Director uses an impersonation model: The WinRM connection to the desktop machine is made using the Desktop Director user’s identity. Thus it is the user that must have the appropriate permissions on the desktop.

You can configure these permissions in one of two ways:

- Add users to the local Administrators group on the desktop machine
- Grant users the specific permissions required by Desktop Director

The second option avoids giving the Desktop Director users (for example, the HelpDeskUsers group) full administrative permissions on the desktop. For details on the second option, see “Assigning Permissions to a Specific User or Group” later in this topic.

## Grant permissions to the Desktop Director service (trusted subsystem model)

Instead of providing the Desktop Director users with permissions on the desktop machines, you can configure Desktop Director to make WinRM connections using a service identity and grant only that service identity the appropriate permissions.

With this model, the users of Desktop Director will have no permissions to make WinRM calls themselves. They can only access the data via Desktop Director.

The “DesktopDirector” application pool in IIS is configured to run as the service identity. By default, this is the APPPOOL\DesktopDirector virtual account. When making remote connections this account appears as the server’s Active Directory computer account, for example, MyDomain\DesktopDirectorServer\$. You must configure this account with the appropriate permissions.

If multiple Desktop Director websites are deployed, you must place each web server’s computer account into an Active Directory security group that is configured with the appropriate permissions.

To set Desktop Director to use the service identity for WinRM instead of the user’s identity, configure the following setting as described in [Advanced Configuration](#):

```
Service.Connector.WinRM.Identity = Service
```

You can configure these permissions in one of two ways:

- Add the service account to the local Administrators group on the virtual desktop
- Grant the service account the specific permissions required by Desktop Director

The second option avoids giving the service account full administrative permissions on the desktop. For details on the second option, see “Assigning Permissions to a Specific User or Group,” next.

## Assigning Permissions to a Specific User or Group

The following permissions are required for Desktop Director to access the information it requires from the virtual desktop via WinRM:

- Read and execute permissions in the WinRM RootSDDL
- WMI namespace permissions:
  - root/cimv2 - remote access
  - root/citrix - remote access
  - root/RSOP - remote access and execute
- Membership of these local groups:
  - Performance Monitor Users

- Event Log Readers

The ConfigRemoteMgmt.exe tool, used to automatically grant these permissions to a specific user or group, is on the installation media in the x86\Virtual Desktop Agent folder. To grant the permissions to a user or group, run the tool with administrative privileges from a command prompt using the following arguments.

```
ConfigRemoteMgmt.exe /configwinrmuser <domain\username>
```

For example, to grant the required permissions to a user security group:

```
ConfigRemoteMgmt.exe /configwinrmuser MyDomain\HelpDeskUsers
```

Or to grant the permissions to a specific computer account:

```
ConfigRemoteMgmt.exe /configwinrmuser MyDomain\DesktopDirectorServer$
```

---

# Configuring Remote Assistance Permissions

Desktop Director integrates with Microsoft Remote Assistance to allow Desktop Director users to shadow end user desktop sessions. By default, only local administrators of the desktop machine (typically domain administrators and other privileged users) have the necessary permissions to view the real-time data and offer Remote Assistance.

To enable other users to initiate Remote Assistance, grant them the required permissions by using the appropriate Microsoft Group Policy settings for Remote Assistance. For information, see [How to Enable Remote Assistance for Desktop Director](#).

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# Supporting Users Across Multiple Active Directory Forests

Desktop Director uses Active Directory to search for users and to look up additional user and machine information. By default, Desktop Director searches:

- The forest in which the Desktop Director user's account is a member
- The forest in which the Desktop Director web server is a member (if different)

All domains in these forests are searched (assuming a two-way trust between all domains in the forest).

To search or look up data from another Active Directory forest, you must configure it explicitly. For example, if the Desktop Director user (the administrator) and the Desktop Director server are both members of the ITADMIN domain, but the end users are in an ENDUSER domain in a separate forest, then you must specify the ENDUSER domain in the configuration. Note that the ENDUSER domain must trust the ITADMIN domain.

To set the domains to be searched, configure the following setting as described in [Advanced Configuration](#):

```
Connector.ActiveDirectory.Domains = (user),(server)
```

The value attributes “(user)” and “(server)” represent the domains of the Desktop Director user and Desktop Director server respectively.

To specify an additional domain to be searched, add the name of the domain to the setting, as shown in this example:

```
Connector.ActiveDirectory.Domains = (user),(server),ENDUSER
```

Note that all domains in the same forest as the ENDUSER domain will be searched (assuming a two-way trust between all domains in the forest).

---

# Supporting Users Across Multiple XenDesktop Sites

You can configure Desktop Director to support users across multiple XenDesktop sites. In that configuration, the Desktop Director user interface is modified so that Desktop Director users can only search for users and view the User Details page. Other pages, such as the Dashboard and Machine List page, are not available.

To support users across multiple sites, the recommended deployment is:

- Install a dedicated Desktop Director website for the purpose of supporting users across multiple sites.
- Use standard Desktop Director installations so that Desktop Director users can view Dashboard and Machine List information for each of the individual XenDesktop sites.

To enable Desktop Director to support users across multiple sites, configure the following two settings as described in [Advanced Configuration](#).

Set the value for `Service.MultiSite` to true:

```
Service.MultiSite = true
```

Add an address of a controller from each XenDesktop site to the following setting:

```
Service.AutoDiscoveryAddresses = SiteAController,SiteBController
```

where `SiteAController` and `SiteBController` are the addresses of controllers from two different sites.



---

# Advanced Configuration

Some advanced Desktop Director configuration, such as to support multiple XenDesktop sites or multiple Active Directory forests, is controlled through settings in Internet Information Services (IIS) Manager. To configure advanced settings using IIS:

1. Open the Internet Information Services (IIS) Manager console.
2. Browse to the Desktop Director web site, located under *Server Name* > **Sites** > **Default Web Site** > **DesktopDirector**.
3. Double-click **Application Settings**.
4. Double-click a setting to edit it.

**Important:** When you change a setting in IIS, the Desktop Director service automatically restarts and logs off users.

---

# Using Desktop Director

Topics in this section include a small tutorial to help you get started, a description of each task you can perform in the console, and descriptions of all items displayed in the console. Depending on the role configured for you in Desktop Studio, some tasks might not be available.

---

# Getting Started with Desktop Director

In the following tasks you log on to Desktop Director and then access details by searching for a user and following links.

## To access Desktop Director

1. Open a web browser and navigate to `http://server/desktopdirector`, where *server* is the address or hostname of the server where Desktop Director is installed. If SSL is enabled through IIS, you must use “https” instead.
2. Enter your user name, password, and domain and then click **Log On**.

## To search for a user

You receive the best results by searching for users who are permanently assigned a machine or are using a shared machine. In these steps, you search for a user name to display machine information for that user and then restart the user’s machine.

1. In the **Find** box, enter the first few characters of a user name. For example, to search for the name “Rachana Chavan” you could type `rac`, `chav`, or `ra cha`. If that user’s username is “rchavan” you could type `rch`.
2. When the search results appear, select the name from the list. If the name you are looking for is not listed, change your search string and try again. If there are too many search results, add to your search string and try again. The User Details page for the user appears.
3. Click **Power Control > Restart**.

For more help, see [Searching for Users, Machines, and Desktop Groups](#).

## To navigate to detailed views

In these steps, you follow links to troubleshoot and attempt to fix unregistered machines.

1. Click the Home icon to return to the Dashboard. Assume that on the Dashboard page the number of unregistered machines displayed is increasing. In the Category table, click **Unregistered** to show the distribution of unregistered machines among desktop groups in the Desktop Groups graph.
2. In the Desktop Groups graph, click the bar for the machines you want to reboot.

The Machine List page appears, filtered by the category **unregistered** and by the desktop group that you clicked. The view also shows useful details such as when and why the machine became unregistered. For help with customizing the view, see

### Filtering the Machine List.

3. To restart the machines to see if they register, select the machines in the Matching Machines list and click **Power Control > Forced Restart**.
4. If the machines do not register after about five minutes, use Desktop Director to further troubleshoot this issue by determining if all of the unregistered machines in the desktop group are running on the same server.

---

# Searching for Users, Machines, and Desktop Groups

To view details for users or machines, enter a user, machine, or desktop group name in the **Find** box. When search results appear, select a name.

When you enter a search string, Desktop Director searches for users in Active Directory and for machines managed by the connected controller. The search results even include users who are not currently using or assigned to a machine.

Here are some tips for using search:

- Matches in search results are case-insensitive. A search string of `rao` matches “Rao”, “RAO”, and other case variations.
- When searching for a user:
  - You only need to type enough of a name to narrow the search results. You can type the first few characters of the name (username, first, last, or display) or the first few characters of each name separated by a space.
  - For example, to search for “Robert”, “John, Robertson”, or “roberts”, use `rob`. Note that neither `rob` nor `rob jo` match the display name “John Robertson”, but `jo` and `jo rob` do match it. The search string `jo rob` matches both “John, Robertson” and “Robert, Jones”.
- When searching for a machine or desktop group, type a search string that is contained in the machine name or that is part of the desktop group name. For example, to search for “xd\_vista\_00231” or “xd\_xp\_0123”, use `23`.

---

# Filtering the Machine List

The Machine List page enables you to specify the machines you want listed as well as the columns of information you want to view for those machines. After you specify the machines and columns, you can save those settings as a search.

You can access your saved searches, along with the preconfigured searches, from any page by clicking **Saved Searches** at the top of any page. The preconfigured searches provide the same view that is accessed when you click a row in the category table on the Dashboard page.

## To filter the machine list

1. Define the machines that you want to include by completing the three fields that define a filter:
  - The first field is the machine property. Click the field and select a property.
  - The middle field is an operator such as “is” or “starts with”. Click the field and select an operator.
  - The last field is a value for the property. You either enter a value or select a value from a list, depending on the property selected.
2. Click + to add another filter to the search.
3. To save the filters as a search, click **Save** or **Save As**. (You cannot change a preconfigured search.)
4. Other tasks you can perform on searches:
  - To delete the displayed search from the saved searches, click **Delete**.
  - To return to an unfiltered view (to show all desktops), click **Clear**.

## To choose which columns to include in the Machine List table

- Select items in the **Select Columns** tree.

## To sort the machines by the properties shown in a column

- Click a column heading.

## To access saved searches

- From any Desktop Director page, click **Saved Searches** and choose a search.

---

# Controlling Machines

You can use Desktop Director to control the power state of a machine, change the maintenance mode, or assign users to a machine.

**Note:** If a user is logged on when you select maintenance mode, maintenance mode takes effect as soon as that user logs off. After you put a machine in maintenance mode, it is under your control and unavailable to users until you take it out of maintenance mode. When a user tries to connect to a machine that is in maintenance mode, a message notifies the user that the machine is unavailable and suggests trying the connection later. A machine in maintenance mode also prevents the controller from automatically managing the machine power state.

## To control one machine

1. Search for the user or machine name as described in [Searching for Users, Machines, and Desktop Groups](#).
2. Search for the user name as described in [Searching for Users](#).
3. Perform tasks:
  - On the User Details or Machine Details pages, click **Power Control** or **Maintenance Mode** and choose a command.
  - On the Machine Details page, **Assign** or **Unassign** the machine to a user or group of users. This task is not available for pooled-random or streamed machine types.

## To control several machines

1. The commands for controlling several machines at a time are on the Machine List page. To navigate to that page, use any of these methods:
  - Click **Saved Searches** and choose a search.
  - From the Dashboard, follow links to drill down to the Machine List page. For example, in the machine Usage panel you might click a value in the Disconnected column.
  - From the Desktop Group Details page, click a value in the Status or Usage tables.
2. Select one or more machines or select the checkbox in the table heading to select all machines.
3. On the Machine List page, click **Power Control** or **Maintenance Mode** and choose a command.



---

# Interacting with User Sessions

## To change the user session status

1. Search for the user or machine name as described in [Searching for Users, Machines, and Desktop Groups](#).
2. Search for the user name as described in [Searching for Users](#).
3. On the details page, click **Session Control** and choose **Log off** or **Disconnect**.

## To send a message to a user desktop

You can send a message from Desktop Director to a user who is currently connected. The message pops up on the user desktop. If the user is not connected, the user does not receive the message. This feature provides a convenient method for quickly sending information to a user you are assisting without leaving Desktop Director.

1. Search for the user or machine name as described in [Searching for Users, Machines, and Desktop Groups](#).
2. Search for the user name as described in [Searching for Users](#).
3. On the details page, click **Send Message**.

---

# Shadowing a User

The User or Machine Details pages include a link that starts the Microsoft Remote Assistance client so you can view and work on the virtual machine of a user you are assisting.

The User Details page includes a link that starts the Microsoft Remote Assistance client so you can view and work on the virtual machine of a user you are assisting.

Use of this feature requires that Internet Explorer automatically prompts for file downloads (see "To configure Internet Explorer for Shadowing" after these steps) and requires permissions for Remote Assistance (see [Configuring Remote Assistance Permissions](#)).

Use of this feature requires that Internet Explorer automatically prompts for file downloads (see "To configure Internet Explorer for Shadowing" after these steps) and requires permissions for Remote Assistance (see [Configuring Remote Assistance Permissions](#)).

1. Search for the user or machine name as described in [Searching for Users, Machines, and Desktop Groups](#).
2. Search for the user name as described in [Searching for Users](#).
3. On the details page, click **Shadow**. Depending on your browser settings, a dialog opens to give you choice of whether to open or save the .msrcincident file.
4. Click **Open**. The file type association dialog box opens.
5. Click **Allow** to run the file.

A confirmation prompt opens on the user's desktop. The user must click **Yes** to start the desktop sharing session.

You can now view the user's desktop. You can request that the user allow you to share control of the user's keyboard and mouse.

## To configure Internet Explorer for Shadowing

The browser downloads a Microsoft Remote Assistance (.msra) file which you must open with the Remote Assistance client to start a shadowing session. To allow Internet Explorer to launch Remote Assistance automatically, you must enable the Internet Explorer **Downloads > Automatic prompting for file downloads** security setting. By default, this option is enabled for sites in the Local intranet zone. If the Desktop Director site is not in the Local intranet zone, consider adding the site manually to this zone.

---

# Interpreting the Console

The following topics provide brief descriptions of all information displayed in Desktop Director and a summary of the tasks you can perform from each page.

[Dashboard](#)

[User Details or Machine Details](#)

[Desktop Groups](#)

[Machine List](#)

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# Dashboard



The Dashboard is the Desktop Director home page. Click a link above for information, including any actions you can take. Depending on the role configured for you in Desktop Studio, some tasks might not be available.

The Dashboard page opens when you start Desktop Director. After navigating away from the Dashboard, click the home icon at the top of the page to return.

Related tasks:

[Getting Started with Desktop Director](#)

[Searching for Users, Machines, and Desktop Groups](#)

# Machines

Item	Description
Category table	<p>The Category table lists the number of machines in the following states, which are indicators of issues that might require action.</p> <ul style="list-style-type: none"> <li>• All: All machines which are members of desktop groups.</li> <li>• Unregistered: Machines that are running but are not registered with a controller.</li> <li>• High CPU: Machines with a high CPU usage metric, as measured against the policy rule CPU Usage Monitoring Threshold. CPU usage is a machine level setting under Workstation Agent Settings &gt; Conditions.</li> <li>• High Latency: Machines with a high ICA latency metric, as measured against the policy rule ICA Latency Monitoring Threshold. ICA latency is a user level setting under Workstation Agent Settings &gt; Conditions.</li> <li>• High Profile Load Time: Machines with a high profile load time metric, as measured against the policy rule Profile Load Time Monitoring Threshold. Profile load time is a user level setting under Workstation Agent Settings &gt; Conditions. This information appears only if you have Citrix Profile management installed.</li> <li>• Last Connection Failed: Machines to which a user was brokered but did not successfully connect or log on.</li> <li>• Pending Update: Machines provisioned by Machine Creation Services that are not using the latest disk version.</li> </ul> <p>* Administrators set policies using either Group Policy Editor or Desktop Studio, as described in “Working with XenDesktop Policies” under the XenDesktop node.</p> <p>Note that each category corresponds to a pre-configured search. Click <b>Saved Searches</b> at the top of any page to choose a search.</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• Select a category row to refresh the graphs that summarize how machines in that category are distributed across servers, catalogs, and desktop groups.</li> <li>• Click a link in the Number column or click a graph to go to the Machine List page to see details for all machines in the selected category.</li> </ul>

Servers graph	<p>The Servers graph lists the hypervisor servers that are hosting machines in the selected category and shows the number of machines hosted by each server. Machines that are not running or are not virtualized are shown as None.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>· Click a bar in the graph to navigate to the Machine List page with the view filtered by that category and server.</li></ul>
Catalogs graph	<p>The Catalogs graph lists the catalogs that are being used by machines in the selected category and shows the number of machines using each catalog.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>· Click a bar in the graph to navigate to the Machine List page with the view filtered by that category and catalog.</li></ul>
Desktop Groups graph	<p>The Desktop Groups graph lists the desktop groups that contain machines in the selected category and shows the number of machines in each desktop group.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>· Click a bar in the graph to navigate to the Machine List page with the view filtered by that category and desktop group.</li></ul>

---

# Usage

Item	Description
Usage metrics	<p>The Usage metrics include a summary table of machine states for each desktop group and for all the virtual machines in the site:</p> <ul style="list-style-type: none"><li>• Total: The total number of machines.</li><li>• % Usage: The percentage of machines on which user sessions (both connected and disconnected) are running.</li><li>• The number of machines that are in each of the following states.<ul style="list-style-type: none"><li>• In Use. Machines to which users are connected.</li><li>• Disconnected. Machines that have sessions running but are disconnected.</li><li>• Ready. Machines that are ready for brokering.</li><li>• Unregistered. Machines that are running but not registered with a controller.</li><li>• Off. Machines that are not running.</li></ul></li></ul> <p>Actions:</p> <ul style="list-style-type: none"><li>• Select a row to display the usage graph for that desktop group.</li><li>• Click a desktop group name to go to the Desktop Group Details page with the view filtered for that desktop group.</li><li>• Click a value in the table to go to the Machine List page with the view filtered for that desktop group and category.</li></ul>
Usage graph	<p>The usage graph reflects the percentage of machines that are in use for the selected or all desktop groups. The graph shows usage over the past 24 hours, based on snapshots taken once an hour on the hour, with the current time shown as a dotted line. The local time zone of the browser is used.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>• Click a line in the graph to select the corresponding row in the usage metrics.</li><li>• Mouse over a line to view the usage percentage.</li></ul>

# Infrastructure

Item	Description
Host/Server table	<p>This table contains health status icons and displays alerts about issues with the controller's connection to the host, CPU, memory, bandwidth (network usage), and storage (disk usage). The health status provided is based on the context of the Infrastructure table:</p> <p>On the Dashboard page: Shows the health status of each host and the entire site. If no icon appears for a particular metric, the metric is not supported by the type of host in use. If a host has an alert, the Overall row also includes an alert.</p> <p>On the Machine Details page: Shows the health status of the server on which the desktop is running.</p> <p>On the Desktop Group page: Shows the health status of the hosts for the desktop group.</p> <p>Alerts are based on thresholds defined by the hypervisor administrator.</p> <p>Health information is not available for Microsoft System Center Virtual Machine Manager (SCVMM) hosts.</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• Mouse over the red icon to view the specific server for which the alert was raised, the time and date of the alert, and the conditions that caused the alert. Click the server name link to go to the Machine List page filtered by that server. (The link is not available if Desktop Director is configured to support users across multiple XenDesktop sites.)</li> </ul>
Controller table	<p>The Controller table contains health status icons and displays alerts regarding the number of controllers online, services running, and services connected to the database. The health status is provided for each controller and the entire site. If a controller has an alert, the Overall row also includes an alert.</p> <p>If the controller cannot be reached on the network, the icon in each column turns red. If a service is not responding, the icon in the Service column turns red. If a service is reporting a problem with its connection to the database, the icon in the DB Access column turns red.</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• Mouse over the red icon for Services or DB Access to see list of all services failing.</li> </ul>



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# User Details or Machine Details



The User Details or Machine Details pages provide information for a specific user or machine. Click a link above for information, including any actions you can take. Depending on the role configured for you in Desktop Studio, some tasks might not be available.

To access the User Details or Machine Details pages, click a user or machine link in the search results.

Related tasks:

[Getting Started with Desktop Director](#)

[Searching for Users, Machines, and Desktop Groups](#)

[Controlling Machines](#)

[Interacting with User Sessions](#)

[Shadowing a User](#)

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# User and Machine Details

Item	Description
User's display name and assigned desktops	<p>Displays when you search for a user.</p> <p>Shows the desktop that the user can access (either a desktop group or a specific machine if the user is currently connected). If the user has access to multiple desktops, they are shown in a menu. Select a desktop from the menu to view details.</p> <p>If the user is not assigned to any machines, the menu indicates that there is no desktop group and the page is dimmed.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>• Choose a desktop or desktop group from the menu.</li></ul>
Machine name and assigned users	<p>Displays when you search for a machine. (Depending on your role, these items might not be available to you.)</p> <p>A menu lists the assigned users unless the machine type is pooled-random or streamed. If the machine is randomly assigned, the current user name appears.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>• Choose a user from the menu.</li></ul>
User name	<p>Actions:</p> <ul style="list-style-type: none"><li>• Click the <i>user name</i> link to display contact and other user information obtained from Active Directory.</li></ul>
Phone number	Displays when you search for a user.
Email address	<p>Actions:</p> <ul style="list-style-type: none"><li>• Click the link to send an email from your email client.</li></ul>

# Machine Details

Item	Description
<b>Commands</b>	
Power Control	<p>Actions:</p> <ul style="list-style-type: none"> <li>Use these commands to change the power state of the machine. The commands available vary based on the machine state.</li> </ul>
Assign or Unassign	<p>(Depending on your role, this item might not be available to you.)</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>Use these commands to assign a user to or remove a user from a machine. These commands are available only when the page is showing details for a machine and the desktop group type is pooled and the allocation type is static.</li> </ul>
<b>Information</b>	
Machine name	The Active Directory account name of the machine.
Site name	The XenDesktop site name where the machine is located. (Appears only if Desktop Director is configured to support users across multiple XenDesktop sites.)
Power state	The current power state of the machine, including starting, suspending, suspended, unmanaged, and unknown.
Maintenance Mode	<p>The state of the machine maintenance mode.</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>Use this command to enable or disable maintenance mode for the machine.</li> </ul> <p>For information, see <a href="#">Controlling Machines</a>.</p>
Registration state	The state of the machine registration with the controller.
Desktop group	<p>The name of the desktop group which maps the user to a machine. (Appears only if Desktop Director is configured to support users across multiple XenDesktop sites.)</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>Click the desktop group name to go to the Desktop Group page.</li> </ul>
Catalog	The name of the catalog used to create the machine.
Type	Either Pooled, Dedicated, Existing, Physical, or Streamed.
OS type	The operating system running on the machine.

## Machine Details

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Allocation type	Either Static or Random. Hosted VDI desktops are indicated by "App Hosting".
Machine IP	The IP address of the machine. The machine must be running and registered for its IP address to be available to the controller.
Organizational unit	The Active Directory organizational unit (OU) to which the machine belongs.  Actions: <ul style="list-style-type: none"><li>· Mouse over the text displayed to view the entire string.</li></ul>
Agent version	The version of the Virtual Desktop Agent installed on the machine.
Host	The name of the host (hypervisors and other components needed to host machines) to which this machine belongs. The host name is available only when the machine is hosted (generally a virtual machine).
Server	The name of the server on which this machine is running. The server name is available only when the machine is running.
VM name	The name of the virtual machine that represents this machine in the host.
vCPU Memory Hard disk	The hardware details for the machine. Available only when the machine is running.

# Session Details

Item	Description
Session details are shown when the machine displayed is in use.	
<b>Commands</b>	
Session Control	<p>Actions:</p> <ul style="list-style-type: none"> <li>Use these commands to perform an action on the user's session.</li> </ul>
Shadow	<p>Actions:</p> <ul style="list-style-type: none"> <li>Use this command to start Microsoft Remote Assistance. For information, see <a href="#">Shadowing a User</a>.</li> </ul>
Send Message	<p>Actions:</p> <ul style="list-style-type: none"> <li>Use this command to send a message to the user's machine session. The message opens on the user's machine. This command is available only if the machine is in use.</li> </ul>
<b>Information</b>	
State	The session state such as preparing, connecting, and unknown.
Time in state	The elapsed time since the session status last changed. For example, if the session is disconnected the time shown is how long the session has been disconnected.
Log on time	The time at which the user logged on, shown in the browser's time zone.
Profile path	<p>The network path of the profile loaded for this session (for Citrix Profile management only).</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>To navigate to the network path, right-click the path, copy it, and then paste the path in a browser address field.</li> </ul>
Profile load time	How long it took to load the user's Citrix Profile management profile (if that service is used). An alert appears if this value exceeds a threshold, as measured against the policy rule Profile Load Time Monitoring Threshold. Profile load time is a user level setting under Workstation Agent Settings > Conditions. Administrators set policies using either Group Policy Editor or Desktop Studio, as described in "Working with XenDesktop Policies" under the XenDesktop node.
Endpoint name	The name of the client machine, if it is connected.
Endpoint IP	The IP address of the client machine, if it is connected.
Connection type	Either HDX, HDX secure (shown as "SecureICA is enabled"), RDP, or a third-party protocol.
Plug-in version	The version number of Citrix Receiver.

## Session Details

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Launched via	The address (IP or server name) of the Web Interface that requested the machine launch.
Connected via	The network peer address (IP or server name) of the HDX TCP/IP connection. This is typically the address of the Citrix Access Gateway, if it is used.

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# HDX

Item	Description
<p>HDX status is available when the machine is in use and connected via ICA.</p> <p>The status icons indicate whether a feature is enabled, active, and working correctly.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>• Mouse over an icon to view the health status of a feature.</li></ul>	
Windows Multimedia	HDX MediaStream for Windows Multimedia: Enables Windows Media Player content that is streamed to the endpoint to play locally on user devices, providing users with a high definition playback.
Flash	HDX MediaStream for Flash: Enables Adobe Flash content to play locally on user devices, providing users with a high definition playback.
Audio	HDX RealTime: Enables users to connect audio peripherals such as microphones and dictation hardware locally to interact with virtual desktops (VDI) and virtual applications hosted in the data center.

USB

**HDX Plug-n-Play:**  
Enables users to connect USB devices and use them with their hosted virtual application or machine.



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# Policies and SmartAccess Filters

Item	Description
Policies	<p>The list of policies applied to the user's session. This is the calculated Resultant Set of Policy (RSOP).</p> <p>Actions:</p> <ul style="list-style-type: none"><li>· If a <b>View All</b> link is present, click it to view the full list of policies.</li></ul>
SmartAccess Filters	<p>The list of the Citrix Access Gateway SmartAccess Filters applied to the session based on the access control conditions which apply to the connection.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>· If a <b>View All</b> link is present, click it to view the full list of filters.</li></ul>

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# Activity

Item	Description
<p>The activity graphs display when the User Details or Machine Details pages display a specific machine that is running. The graphs display the last one minute of history and are updated every five seconds.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>• Mouse over the history line for details.</li></ul>	
CPU	<p>The total usage percentage across all processors. An alert displays if usage exceeds the policy rule CPU Usage Monitoring Threshold. CPU usage is a machine level setting under Workstation Agent Settings &gt; Conditions. Administrators set policies using either Group Policy Editor or Desktop Studio, as described in “Working with XenDesktop Policies” under the XenDesktop node.</p>
Memory	<p>The percentage of physical memory used.</p>

Latency	The latency (in ms) between the HDX client and machine. An alert displays if usage exceeds the policy rule ICA Latency Monitoring Threshold. ICA latency is a user level setting under Workstation Agent Settings > Conditions. Administrators set policies using either Group Policy Editor or Desktop Studio, as described in “Working with XenDesktop Policies” under the XenDesktop node.
Bandwidth	The total bytes per second read from or written to all network interfaces on the machine.

# Infrastructure

Item	Description
Host/Server table	<p>This table contains health status icons and displays alerts about issues with the controller's connection to the host, CPU, memory, bandwidth (network usage), and storage (disk usage). The health status provided is based on the context of the Infrastructure table:</p> <p>On the Dashboard page: Shows the health status of each host and the entire site. If no icon appears for a particular metric, the metric is not supported by the type of host in use. If a host has an alert, the Overall row also includes an alert.</p> <p>On the Machine Details page: Shows the health status of the server on which the desktop is running.</p> <p>On the Desktop Group page: Shows the health status of the hosts for the desktop group.</p> <p>Alerts are based on thresholds defined by the hypervisor administrator.</p> <p>Health information is not available for Microsoft System Center Virtual Machine Manager (SCVMM) hosts.</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• Mouse over the red icon to view the specific server for which the alert was raised, the time and date of the alert, and the conditions that caused the alert. Click the server name link to go to the Machine List page filtered by that server. (The link is not available if Desktop Director is configured to support users across multiple XenDesktop sites.)</li> </ul>
Controller table	<p>The Controller table contains health status icons and displays alerts regarding the number of controllers online, services running, and services connected to the database. The health status is provided for each controller and the entire site. If a controller has an alert, the Overall row also includes an alert.</p> <p>If the controller cannot be reached on the network, the icon in each column turns red. If a service is not responding, the icon in the Service column turns red. If a service is reporting a problem with its connection to the database, the icon in the DB Access column turns red.</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• Mouse over the red icon for Services or DB Access to see list of all services failing.</li> </ul>

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# Desktop Groups



The Desktop Groups page provides information similar to the Dashboard except it is filtered by desktop group and contains additional details. Click a link above for information, including any actions you can take. Depending on the role configured for you in Desktop Studio, some tasks might not be available.

To access the Desktop Groups page, click a desktop group link:

- In the search results.
- In the Usage table on the Dashboard.
- On the User Details or Machine Details pages.

Related tasks:

[Getting Started with Desktop Director](#)

[Searching for Users, Machines, and Desktop Groups](#)

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# Desktop Group Details

Item	Description
Desktop Group Details	<p>The Desktop Group Details table lists information about the desktop group, including the machine type and catalogs used to populate the desktop group, and the list of user groups to which the desktop group is published. For a desktop group type of pooled with an allocation type of static, the number of assigned and unassigned machines also displays.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>• Click the number links for Assigned Machines and Unassigned Machines to go to the Machine List page.</li></ul>
Status table	<p>The Status table lists the number of machines in the desktop group that are in various states. For a description of the machine states, see “Category table” in the <a href="#">Machines</a> table.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>• Click a number link to go to the Machine List page to see details filtered by the desktop group and selected state.</li></ul>
Usage table	<p>The Usage table lists the total number of machines in this desktop group and the number of those machines in various usage states.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>• Click a number link to go to the Machine List page to see details filtered by the desktop group and selected state.</li></ul>
Usage graph	<p>The Usage graph reflects the percentage of machines for the current desktop group that are in use or disconnected. The graph reflects usage over the past 24 hours with the current time shown as a dotted line. The local time zone of the browser is used.</p> <p>Actions:</p> <ul style="list-style-type: none"><li>• Mouse over the usage line to view the usage percentage.</li></ul>

# Infrastructure

Item	Description
Host/Server table	<p>This table contains health status icons and displays alerts about issues with the controller's connection to the host, CPU, memory, bandwidth (network usage), and storage (disk usage). The health status provided is based on the context of the Infrastructure table:</p> <p>On the Dashboard page: Shows the health status of each host and the entire site. If no icon appears for a particular metric, the metric is not supported by the type of host in use. If a host has an alert, the Overall row also includes an alert.</p> <p>On the Machine Details page: Shows the health status of the server on which the desktop is running.</p> <p>On the Desktop Group page: Shows the health status of the hosts for the desktop group.</p> <p>Alerts are based on thresholds defined by the hypervisor administrator.</p> <p>Health information is not available for Microsoft System Center Virtual Machine Manager (SCVMM) hosts.</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• Mouse over the red icon to view the specific server for which the alert was raised, the time and date of the alert, and the conditions that caused the alert. Click the server name link to go to the Machine List page filtered by that server. (The link is not available if Desktop Director is configured to support users across multiple XenDesktop sites.)</li> </ul>
Controller table	<p>The Controller table contains health status icons and displays alerts regarding the number of controllers online, services running, and services connected to the database. The health status is provided for each controller and the entire site. If a controller has an alert, the Overall row also includes an alert.</p> <p>If the controller cannot be reached on the network, the icon in each column turns red. If a service is not responding, the icon in the Service column turns red. If a service is reporting a problem with its connection to the database, the icon in the DB Access column turns red.</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• Mouse over the red icon for Services or DB Access to see list of all services failing.</li> </ul>

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# Machine List



The Machine List page shows a list of machines that can be filtered and sorted. Click the link above for information, including any actions you can take. Depending on the role configured for you in Desktop Studio, some tasks might not be available.

To access the Machine List page:

- From the Dashboard, click a number link or a bar in a graph.
- From the Desktop Groups page, click a number link.
- From any page, click **Saved Searches** and choose a search.

Related tasks:

[Getting Started with Desktop Director](#)

[Filtering the Machine List](#)

[Controlling Machines](#)



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# Matching Machines

Item	Description
Actions:	
<ul style="list-style-type: none"><li>• For information on filtering the machine list, choosing the columns to include in the machine list, and sorting the machines by properties, see <a href="#">Filtering the Machine List</a>.</li><li>• Click an icon in the Select Columns header to collapse or expand that area.</li><li>• Select machines, click <b>Power Control</b>, <b>Maintenance Mode</b>, or <b>Session Control</b>, and choose a command. (To select all machines listed in one click, select the checkbox in the table heading.)</li><li>• Select machines and click <b>Send Message</b>.</li></ul>	
Name	The Active Directory account name of the machine.
DNS Name	The DNS name of the machine.
State	The summary state of the machine, such as Connected, Disconnected, or Unregistered.
User	For statically assigned machines, the assigned user(s). For randomly assigned machines, the user logged on to the machine.
User UPN	The User Principle Name from Active Directory.
User Display Name	The display name from Active Directory.
Desktop Group	The desktop group to which this machine belongs.
Catalog	The catalog name for the machine.
Machine Type	The machine type, such as Pooled, Dedicated, or Streamed.

## Matching Machines

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Allocation Type	The allocation for pooled machines, such as Static or Random.
Is Allocated	Whether the machine is allocated.
Maintenance Mode	Whether the machine is in maintenance mode.
Conditions	The machine condition such as high CPU usage, high ICA latency, or high profile load time.
IP Address	The IP address of the machine (as known by the broker). The machine must be running and registered for its IP address to be available to the broker.
OS	The Windows version installed on the machine.
Agent Version	The Virtual Desktop Agent version running on the machine.
License ID	The ID used to check out a license, if device-based licensing is used.
Power State	The current power state of the machine, including starting, suspending, suspended, unmanaged, and unknown.
Host	The host connection name. Does not apply to machines with the machine type Physical.
Server	The hosting server name. Does not apply to machines with the machine type Physical.
VM	The name of the virtual machine that represents this machine in the host. Does not apply to machines with the machine type Physical.

Pending Update	Whether machines provisioned by Machine Creation Services are using the latest disk version. Applies only to machines with the machine type Pooled.
Registration State	The registration state such as Unregistered, Pending, or Registered.
Broker	The DNS name of the XenDesktop broker to which this machine is registered.
Unregistered Reason	The condition that led to unregistering the machine, such as Shutdown or ForcedDeregistration.
Unregistered Time	The date and time when the machine became unregistered.
Session State	The session state such as Reconnecting, Active, or Disconnected.
Current User	The name of the user logged on to the machine.
Logon Time	The session start time.
Session Change Time	The date and time of the last session state change. For example, the time at which the session disconnected.
Endpoint	The name of the client machine.
Endpoint (IP)	The IP address of the client machine.
Connected Via	The network peer address (IP or server name) of the HDX or RDP TCP/IP connection. This is the address of the Citrix Access Gateway, if it is used.

Launched Via	The address (IP or server name) of the Web Interface that requested the machine launch.
Connection Type	The connection protocol such as HDX or RDP.
SecureICA	Whether SecureICA is enabled for the connection.
SmartAccess Filters	The list of the Citrix Access Gateway SmartAccess Filters applied to the session. These are the filters that Access Gateway endpoint analysis matched on the endpoint during machine launch.
Plug-in Version	The version number of Citrix Receiver.
Last Connection Failure	The reason the last connection to this machine failed, such as Registration Timeout or Licensing.
Last Connection Time	The date and time of the last connection.
Last Connection User	The user who last connected.
Apps in Use	The VDI-hosted applications running on the machine. Available only for hosted VDI desktops.
Published Apps	The VDI-hosted applications published to the machine. Available only for hosted VDI desktops.